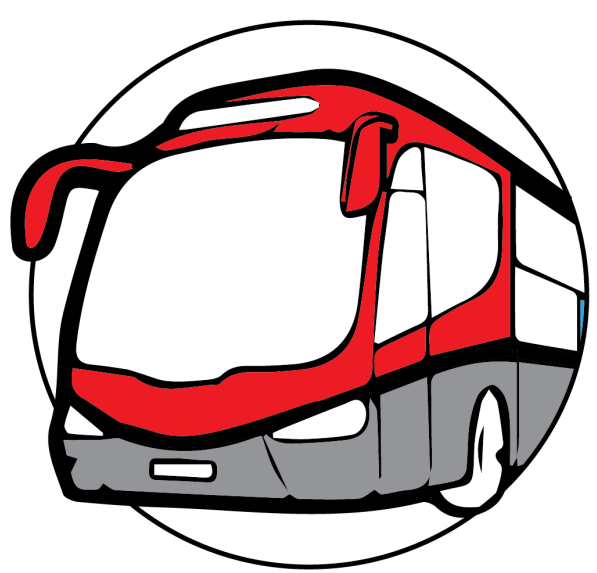


Closing the Gap Between the Valley and the Westside

Improving the Performance of L.A. Metro's Valley-Westside Express



Overview

- In December 2014, Metro launched the Valley-Westside Express (Route 788), a peak-hour, commuter bus that shuttles riders between the house-rich San Fernando Valley and the employment-rich Westside of Los Angeles via the I-405 HOV lanes.
- The line is currently performing 'below average' according to Metro's Route Performance Index.
- Metro is considering the implementation of price-managed lanes and a high-capacity rail transit project through the Sepulveda Pass. The 788's success or failure can be an indicator for the corridor's transit potential.
- This research analyzes the current performance, the ridership profile, and corridor characteristics of the 788 to answer the question: [How can Metro improve the performance of the Valley-Westside Express?](#)

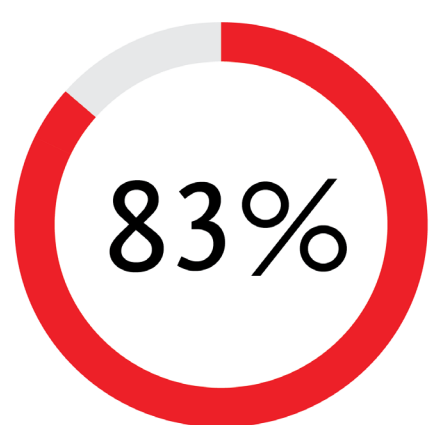
Methodology

- [How is it performing?](#) Speed, headways, and on-time data for the 788 and other routes that travel in the corridor were acquired and compiled into a matrix to highlight performance shortfalls and strengths of the 788.
- [Who rides it?](#) Responses from a 2015 Metro onboard survey (131 respondents) were entered into a matrix to identify characteristics of 788 riders.
- [Where does it travel?](#) Commute data, poverty rates, and work locations for residents who live within a 1/2-mile of 788 stops were mapped and analyzed to provide an understanding of the area that the line traverses.

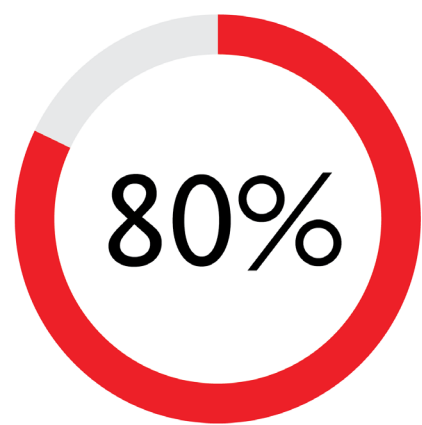
How is it performing?

Service Provider and Route	Service Type	Average Daily Ridership	Average On-Time Percentage	Average Headway (minutes)		Average Speed (miles per hour)		
				AM	PM	AM	PM	Avg.
Metro 233	Local	12,393	77%	12	13	11	11	11
Metro 734	Rapid	6,690	65%	19	19	15	15	15
Metro 744	Rapid	9,918	60%	18	20	14	14	14
Valley-Westside Express (Metro 788)	Express	1,750	74%	20	20	16	15	16
Santa Clarita Transit 792	Express	27	87%	38	30	27	32	29
Santa Clarita Transit 797	Express	300	92%	20	25	19	21	20
Antelope Valley Transit Authority 786	Express	248	86%	25	25	NA	NA	NA
LADOT Commuter Express 573	Express	433	83%	NA	NA	15	14	14
LADOT Commuter Express 574	Express	135	83%	NA	NA	21	17	19

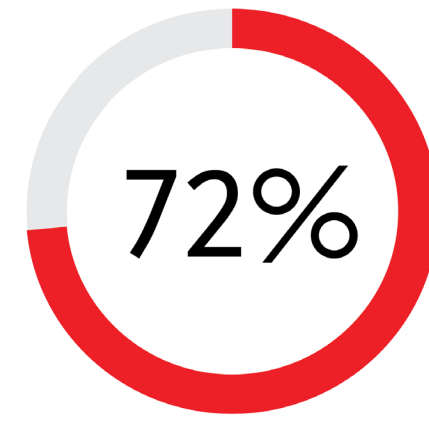
Who rides it?



'no car available for trip'

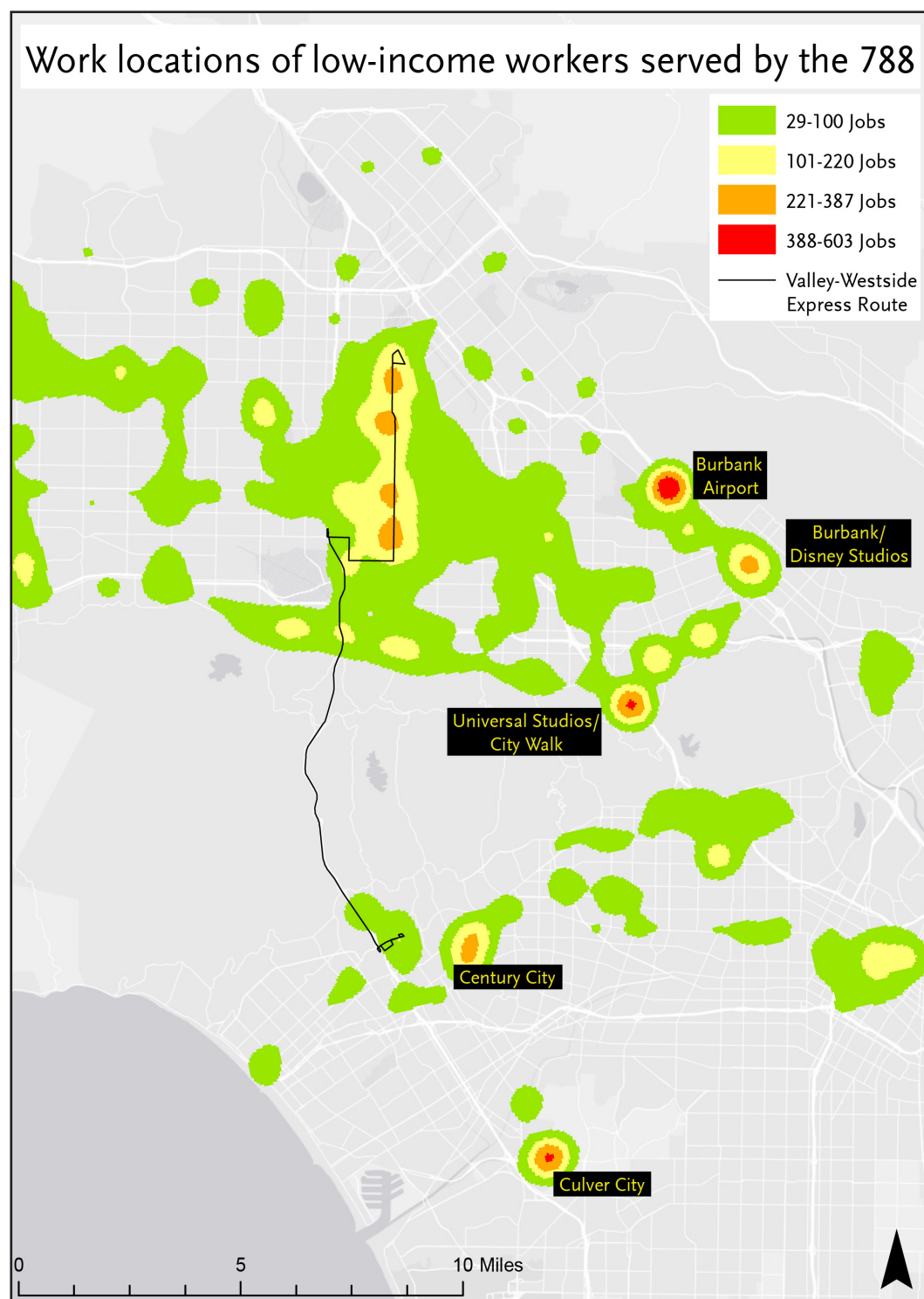
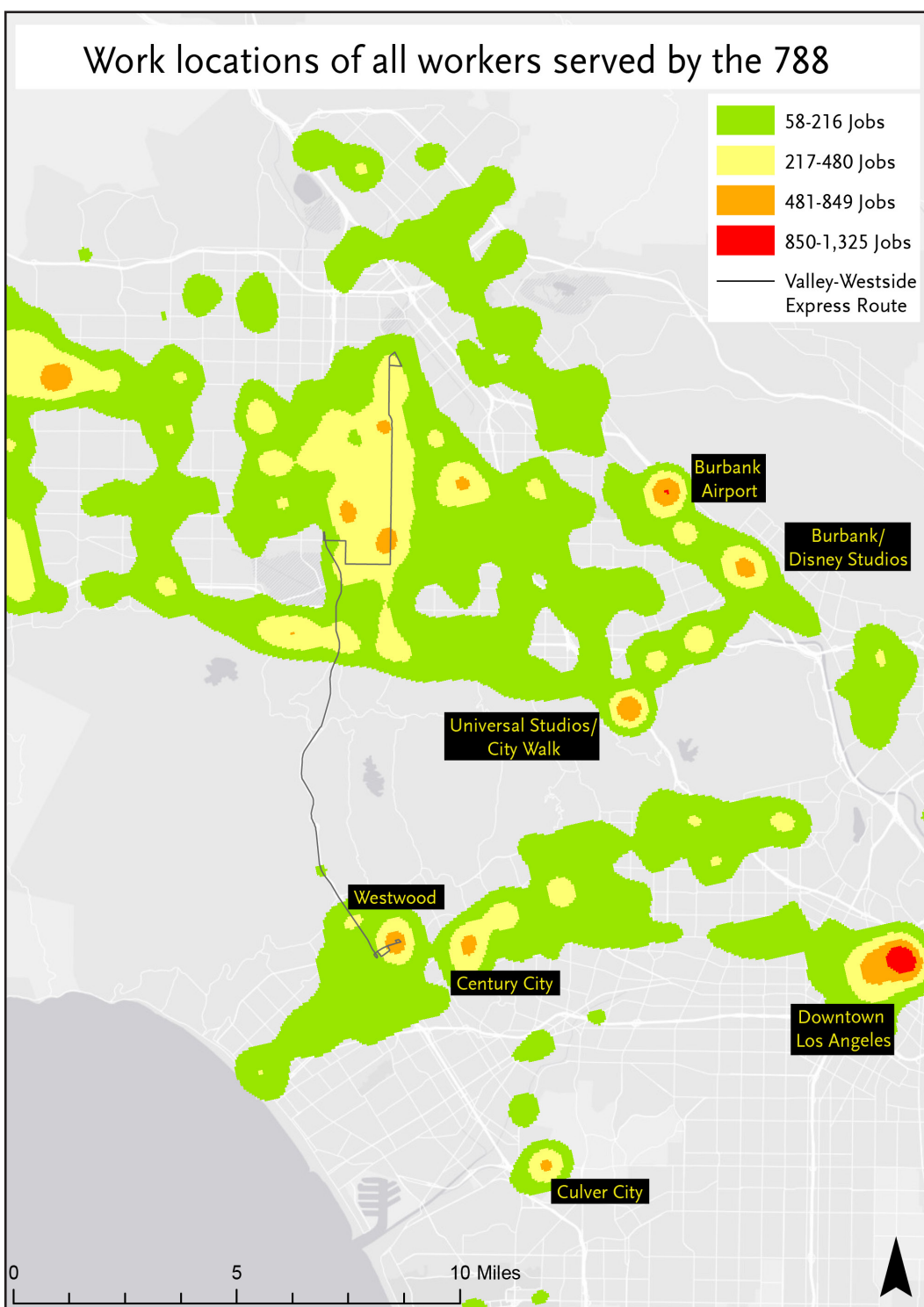


'household annual earnings < \$20,000'



'Latino'

Where does it travel?



Findings

- [How is it performing?](#) The 788's on-time percentage is lower than other express services in the corridor. Reliability is impacted due to the line having more stops than other express routes and traveling along an already congested corridor (Van Nuys Boulevard).
- [Who rides it?](#) 788 riders have low-incomes and are transit-dependent. Studies indicate that peak-hour service does not usually meet the travel needs of low-income workers because they tend to work off-peak.
- [Where does it travel?](#) The 788 does not connect low-income riders to job centers in Century and Culver City. This is problematic because people will not utilize a service that does not fit their needs.

Recommendations

Congestion Responsive Strategy

- Implement a new, peak-hour express service that picks up commuters west of the I-405 (where most southbound AM car trips originate).
- The service would pick up riders at park-and-ride facilities in the Valley before traveling on the I-405 and dropping off at UCLA, Century City, the Expo Line's Sepulveda Station, and Culver City.

Ridership Maximization Strategy

- Expand the span of service of the 788 from peak-only to all-day to ensure that riders with low-incomes have increased access to their jobs throughout the day.
- The line would also drop off at UCLA, Century City, the Expo Line's Sepulveda Station, and Culver City.